

**INDUSTRY
ADVISORY**

MAY 2003

INFORMATION TO ASSIST OUR LICENSEES

PDA Repair Dealers Are Subject to California Consumer Law Requirements

Companies that repair, service and/or offer service contracts on Personal Digital Assistant's (PDAs) must register with the California Bureau of Electronic and Appliance Repair.

When PDAs initially entered the market they were primarily used for electronic calendars and to-do lists. But PDAs have evolved to the point where they are virtually personal computers, with the power and capabilities that desktop computers were capable of only a few generations ago.

Since PDAs have now been determined to fall within the definition of "computer systems," repair dealers who service these products must be registered with the Bureau.

Dealers must meet other requirements spelled out in the Electronic and Appliance Repair Dealer Registration Law and Bureau regulations. The laws apply to PDAs and computers used for personal, family, household or home-office use.

California law requires repair dealers to take certain consumer-assurance steps, including:

- Informing customers in writing when a diagnosis fee will be charged and the amount of the charge
- Providing a written estimate of the total repair cost
- Furnishing an itemized repair invoice of all labor performed and parts installed
- Returning replaced parts (except parts specifically exempted from this requirement)



Sellers and administrators of service contracts for PDA's must also register with the Bureau.

If your business is Internet-based or located in another state and you are a repair dealer or service contract sellers/administrator with California customers, registration is required.

Contact BEAR to Register

PDA repair dealers and service contract administrators and/or sellers can access more information and download registration materials online at www.bear.ca.gov, or call the Bureau at (916) 574-2069.